

United States Government
Department of Energy

Memorandum

DATE: **February 21, 2019**

WAP Memorandum 046

REPLY TO

ATTN OF:  **Erica Burrin, Weatherization Assistance Program Manager**
Weatherization and Intergovernmental Program Office

SUBJECT: **American Customer Satisfaction Index (ACSI)**

TO: **Weatherization Assistance Program (WAP) Network**

The U.S. Department of Energy (DOE) Weatherization and Intergovernmental Program Office, (WIP) through the Weatherization Assistance Program (WAP), is requesting feedback from Grantees that will help improve the administration of the Program. As in 2016, WAP has chosen to use the American Customer Satisfaction Index (ACSI) for the survey to provide Grantees the opportunity to give DOE WAP constructive feedback. In 2016, that feedback enabled DOE to enhance its Program processes and service delivery. To continue on this path, DOE will follow the same process in 2019 with both Grantees and Subgrantees of the WAP.

Survey Details

- The survey will be conducted by the CFI Group, an independent third-party research organization.
- The Grantee Program Manager will receive notification of the survey from CFI Group on behalf of DOE WAP via the email address of: noreply@invite.cfigroup.com beginning on Tuesday, March 5, 2019. The survey will close on Friday, March 29, 2019.
- We recommend that you check your spam and quarantine folders in case the survey is sent there. It is also important that the person who receives the survey not forward it as this makes it inoperable.
- All responses to the survey will remain anonymous. CFI Group will only provide DOE WAP with aggregated data.
- Once DOE WAP receives the final survey report, results and an action plan will be communicated to the Grantee network in response to the feedback.

DOE WAP is committed to improving the services and tools it provides Grantees. Your feedback is a critical element to our ability to do this. The 2016 Grantee Survey is attached to this Memorandum as a sample. We look forward to your participation in the upcoming survey.

Thank you in advance for your assistance and for your continued efforts to provide high quality services to low-income households. Please contact your Project Officer if you have any questions.